



## CUSTOMER SERVICE

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### policies

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Our goal at Fandango is to make your movie-going experience as easy and efficient as possible. Our purchase policy is designed to provide you with the information you need to ensure a smooth transaction and trouble-free retrieval of your tickets once you get to the theatre. Please take a minute to read the following:

#### No Refunds or Exchanges

Fandango is not able to offer refunds or exchanges of tickets purchased on Fandango. Before purchasing your tickets we urge you to confirm the title, time and location of the movie you wish to see.

If you cannot attend a show time for which you have purchased tickets, please contact the appropriate theatre to inquire about their policy on refunds and/or exchanges. Any allowance is at the discretion of theatre management and can only be conducted at the theater box office once the tickets purchased through Fandango are retrieved. We highly suggest that you make contact with the theater's management prior to your show time, as theatre management may not issue refunds or provide exchanges after show time.

It is Fandango's policy not to refund tickets purchased on our Website or on 1-800-555-TELL. At the time of your order, Fandango removes the requested ticket quantity from the theater's inventory, reducing the number of seats available for the chosen show time. While this allows us to provide our customers with the clear benefit of guaranteed seats, it prevents Fandango and/or our theater partners from reselling tickets in the event that the purchaser does not attend their chosen show time.

Fandango service fees will not be refunded.

#### Be Prepared to Present Your Credit Card

Loews Cineplex, Regal Cinemas, and Edwards Theatres all REQUIRE that you present the actual credit card used to purchase tickets on Fandango. Please be prepared to present picture I.D.

#### Picking Up Your Tickets

Your online and email confirmation pages will provide you with important information, unique to your chosen theatre, about retrieving your tickets. Please read it carefully.

#### Be Prepared to Present Your Print-at-Home Bar-Coded Ticket (P-A-H Theatres Only)

Please remember to bring your bar coded Print-at-Home confirmation page to the theatre if you used this feature. Can't print or don't have a printer? Just take your confirmation number with you.

#### Fandango Does Not Accept "single-use" Card Number Security Products

Most of our theater partners require the actual credit card to be presented to retrieve tickets, and the number printed on the card must match the number stored for your transaction. Fandango processes all transactions on secure servers so the additional security offered by single-use card number security products is not necessary.

#### Payment Methods

Fandango accepts American Express, Discover/Novus, MasterCard and Visa. Single-use card number security products CAN NOT be used on Fandango. We also accept debit cards.

#### Pricing and Availability

Fandango sells tickets on behalf of our theatre partners. Fandango does not set ticket prices, determine show times, or control ticket availability and inventory.

**Fandango Service Charges**

Tickets purchased on Fandango are subject to a non-refundable per ticket service fee

If you have any questions about the information below, please [Contact Us](#)



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Virginia

**Order Tickets:****Selected Event:**

Please enter this information about the tickets you want to purchase:

Virginia State University

presents

**Roberta Flack**

plus

Joe Kennedy, Jr. Quartet

at Anderson-Turner Auditorium

Friday, October 4 8:00 PM (7:00  
PM doors)

U.S.\$35.00-U.S.\$50.00

Phone Orders are available  
for this event.**1**

Type of Ticket:

U.S.\$50.00 - ORCHESTRA

**2**

Number of Tickets:

1

ticket(s) for this event.

☐ I will only accept aisle seating**3**

Delivery Type:

☒ Mail \*☐ Hold at venue box office (Will Call)[View Will Call and Refund policies](#)

\* Please allow 10 days for Mail delivery.

**4**Show Seat Selection [Proceed](#)

Don't forget, TicketWeb's lowest fees are online.